

Set	Items	Description
S1	220	S (((CONTINUAL OR REALTIME OR DYNAMIC) (5N) (UPDAT? OR MODIF?)) AND ((STATUS OR RELATIONSHIP) (4N) ((CUSTOMER OR CONTACT OR CLIENT OR PROSPECT)))) NOT PY>2001
S2	12	S S1 AND ((MEASUR? OR EVALUAT? OR CALCULAT?) (5N) ((INTERACTION OR COST) (5N) (COST OR WORTH OR VALUE)))
S3	9	RD (unique items)
S4	5513	S ((MEASUR? OR EVALUAT? OR CALCULAT?) (5N) ((INTERACTION OR COST) (5N) (COST OR WORTH OR VALUE))) AND ((CUSTOMER OR CONTACT OR CLIENT OR PROSPECT) (5N) (RELATIONSHIP OR MANAGEMENT)) NOT PY>2001
S5	0	S S4 AND ((CONTINUAL OR REALTIME OR DYNAMIC) (5N) (UPDAT? OR MODIF?) (5N) (LEVEL OR SEGMENT OR CATEGORY OR PHASE) (4N) (CRM OR "CUSTOMER RELATIONSHIP" OR "CLIENT RELATIONSHIP" OR "PROSPECT RELATIONSHIP" OR LEAD))
S6	7	S ((CONTINUAL OR REALTIME OR DYNAMIC) (5N) (UPDAT? OR MODIF?) (5N) (LEVEL OR SEGMENT OR CATEGORY OR PHASE) (4N) (CRM OR "CUSTOMER RELATIONSHIP" OR "CLIENT RELATIONSHIP" OR "PROSPECT RELATIONSHIP" OR LEAD)) NOT PY>2001
S7	6	RD (unique items)
S8	10	S S1 AND S4
S9	7	RD (unique items)
S10	7	S S1 AND ((ANTICIPAT? OR PREDICT? OR ESTIMAT? OR EXPECT?) (5N) (ACTION OR INTERACTION OR ACTIVITY OR BEHAVIOR) (5N) (CUSTOMER OR CONTACT OR CLIENT OR PROSPECT OR LEAD))
S11	6	RD (unique items)

[File 8] Ei Compendex(R) 1884-2008/Nov W4
(c) 2008 Elsevier Eng. Info. Inc. All rights reserved.

[File 6] NTIS 1964-2008/Dec W1
(c) 2008 NTIS, Intl Cpyrght All Rights Res. All rights reserved.

[File 34] SciSearch(R) Cited Ref Sci 1990-2008/Dec W1
(c) 2008 The Thomson Corp. All rights reserved.

[File 434] SciSearch(R) Cited Ref Sci 1974-1989/Dec
(c) 2006 The Thomson Corp. All rights reserved.

[File 7] Social SciSearch(R) 1972-2008/Dec W2
(c) 2008 The Thomson Corp. All rights reserved.

[File 15] ABI/Inform(R) 1971-2008/Dec 11
(c) 2008 ProQuest Info&Learning. All rights reserved.

[File 9] Business & Industry(R) Jul/1994-2008/Dec 11

(c) 2008 Gale/Cengage. All rights reserved.

[File 610] Business Wire 1999-2008/Dec 12

(c) 2008 Business Wire. All rights reserved.

**File 610: File 610 now contains data from 3/99 forward. Archive data (1986-2/99) is available in File 810.*

[File 810] Business Wire 1986-1999/Feb 28

(c) 1999 Business Wire . All rights reserved.

[File 275] Gale Group Computer DB(TM) 1983-2008/Nov 26

(c) 2008 Gale/Cengage. All rights reserved.

[File 624] McGraw-Hill Publications 1985-2008/Dec 12

(c) 2008 McGraw-Hill Co. Inc. All rights reserved.

[File 621] Gale Group New Prod.Annou.(R) 1985-2008/Nov 14

(c) 2008 Gale/Cengage. All rights reserved.

[File 636] Gale Group Newsletter DB(TM) 1987-2008/Dec 01

(c) 2008 Gale/Cengage. All rights reserved.

[File 613] PR Newswire 1999-2008/Dec 12

(c) 2008 PR Newswire Association Inc. All rights reserved.

**File 613: File 613 now contains data from 5/99 forward. Archive data (1987-4/99) is available in File 813.*

[File 813] PR Newswire 1987-1999/Apr 30

(c) 1999 PR Newswire Association Inc. All rights reserved.

[File 16] Gale Group PROMT(R) 1990-2008/Dec 01

(c) 2008 Gale/Cengage. All rights reserved.

**File 16: Because of updating irregularities, the banner and the update (UD=) may vary.*

[File 160] Gale Group PROMT(R) 1972-1989

(c) 1999 The Gale Group. All rights reserved.

[File 634] San Jose Mercury Jun 1985-2008/Dec 08

(c) 2008 San Jose Mercury News. All rights reserved.

[File 148] Gale Group Trade & Industry DB 1976-2008/Dec 08

(c) 2008 Gale/Cengage. All rights reserved.

**File 148: The CURRENT feature is not working in File 148. See HELP NEWS148.*

[File 20] Dialog Global Reporter 1997-2008/Dec 12

(c) 2008 Dialog. All rights reserved.